



AI tools in e-evidence

Practical risks & Opportunities

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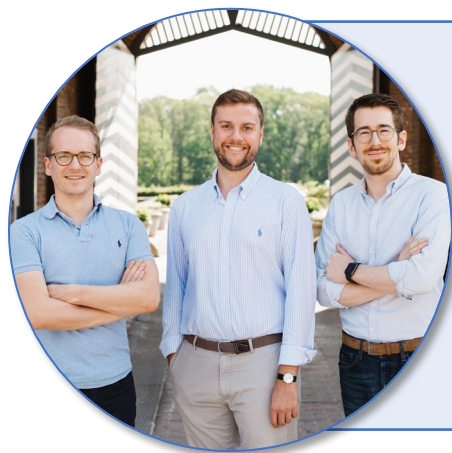
Co-Founder
of RightNow Group

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About us



RightNow has been creating parity between consumers and large corporations since 2016



Using a specifically developed algorithm, **RightNow guides its clients through the legal jungle and helps turn legal claims into cash**. RightNow helps clients to identify and enforce legal claims in various areas of daily life and offers the **first all-inclusive solution** to inform clients about their rights and enforce legal claims directly.



Founding Year
2016



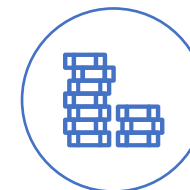
Locations
Düsseldorf,
Berlin



Markets
Germany, Austria,
Switzerland



Employees
~50 FTEs



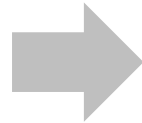
Financing
>30 Mio. € in total

How does our business model work?

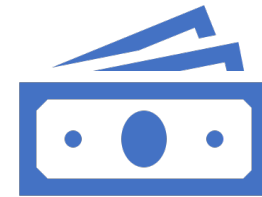
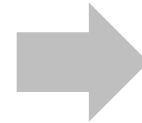
Simple, fast and (almost) always satisfying the customer



Customers upload their claim to our system where our algorithms take over



Our algorithms analyse the claim within seconds and our AI provides a fair offer

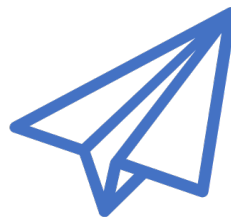
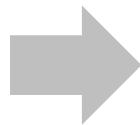


Customers accept our offer & get paid within a few days

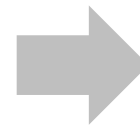
How does our business model work?



RightNow requests
payment from debtor



In case the debtor does not
react, RightNow's lawyers send
a formal payment reminder



If the debtor still does
not pay, RightNow's
lawyers initiate an in-
court (pooling) lawsuit

Our current product portfolio offers diverse opportunities which are close to the current needs of our customers



GDPR

More than 1.3 million passwords and other account data are leaked online every day. We want to help customers to find out if and how they are affected and buy their compensation claims.



Fitness Membership

Due to the COVID-19 pandemic, most fitness chains were forced to close their doors. We buy refund claims against big fitness chains and help our customers to recover some of their monthly fees.



Online Gambling

Online Casinos were illegal until July 2021. That's why players can get their losses back. We want to help them stand a chance against bigger casinos and buy their claim to compensate some of their losses.



Private Health Insurance

Many private health insurances have increased their fees in the past. However, this increase is often not legal. We help customers to recover some of their fees.

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The use of AI at RightNow




How we use AI to analyze our customers claims and generate offers within seconds:

Lass' uns Deinen Flug stornieren!
Sag' uns, mit was für einen Fall wir es hier zu tun haben.

Wann findet/fand der Flug statt?


In der Vergangenheit

Ich habe den Flug verpasst oder bin ihn aus sonstigen Gründen nicht angetreten.



In der Zukunft

Ich möchte einen zukünftigen Flug stornieren, aber die Airline erlaubt es mir nicht.



Hast Du schon eine Erstattung erhalten?

Ja

Ja, aber zu wenig

Nein

Intelligent decision trees using the IATA-Matrix and our ruling-database



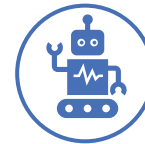
Customers enter all the relevant data in the form on our website. Our intelligent decision tree checks if there might be a claim, according to the provides informartion.



The booking documents are uploaded for evidence purposes. Our system performs a validation with stored samples and imports all relevant data to our systems.



On the basis of this data, it is then possible to calculate exactly how the total airfare is made up, e.g. by using the so-called IATA matrix - which is of decisive importance for the amount of reimbursement.



Our internal "court database" is used to analyze, on the basis of past court proceedings, how long proceedings take at the respective court and how high the chances of winning a case are, and calculates our offer to the customer.

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Opportunities & Risks



Opportunities of the use of AI-tools

1 / Large amounts of data/ case numbers can be evaluated efficiently

2 / Complex structural connections can be captured (even beyond human thinking capacity)

3 / Repetitive, simple tasks can be automated & human resources will be saved

4 / No "careless mistakes" in repetitive tasks

5 / New business models (especially for mass proceedings) are made possible

6 / In criminal law: Criminal investigators can evaluate the large amounts of e-evidence generated today by criminals

Risks/ Problems of the use of AI-tools

- 1 /** Initially high training effort and know-how transport from lawyers to IT specialists necessary
- 2 /** Intransparent decision-making structures (results partly no longer humanly reproducible)
- 3 /** Danger from hackers (cyber security)
- 4 /** Error results possible especially in the learning stage
- 5 /** Usability in court
- 6 /** Ethical concerns/ moral issues



**Thank you for
your time!**